

VoIP Orderwire with Offnet

USER MANUAL



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Revision History

December 21, 2010	Updated instructions for directory setup.
November 17, 2010	Included directions to use the OW Config utility to setup directory listings.
July 1, 2010	Initial release.

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1 VoIP Orderwire (Offnet) Overview



Fig. 1.1 VoIP Orderwire delivers fast, convenient communication between sites.

This next-gen orderwire product from DPS Telecom delivers voice communication at all your LAN sites. Using VoIP (Voice over IP) technology, you call another orderwire station, a select group of stations, or use the Hoot 'n Holler "all call" feature to page someone when you're not sure where they are.

Each VoIP OrderWire unit installs easily - just plug into your LAN hub. In just 1 RU of space, you can get rid of all those costly telephone lines and long-distance fees. VoIP communication uses the industry-standard SIP 2.0 protocol and G.711 codec, making this orderwire system even easier to work with if you're already familiar with VoIP.

2 Specifications

Dimensions:	1.72" H x 17.0" W x 6.64" D
Weight:	2.6 lbs
Mounting:	19" or 23" rack or wall mount
Protocol:	SIP 2.0, RTP
Voice Codec:	G.711 Mu-Law
Power Input:	Dual -48 VDC, +24 VDC, or -24 VDC (build options)
Fuse:	Dual 1/2 Amp GMT Fuses
Interfaces:	1 RJ45 10BaseT Ethernet port 1 DB9 craft port, 9600 Baud serial 1 RJ-11 Telco jack (optional) 1 2-Wire handset jack * 1 External speaker jack *
Visual Interface:	5 or 6 Front Panel LED 5 Back Panel LEDs
Operating Temperature:	32°–140° F (0°–60° C)
Operating Humidity:	0%–95% non-condensing
RoHS:	5/6
Handset:	Standard 2-Wire telephone (optional)
External Speaker:	Yes (optional)

* These jacks can be located on the front **or** the back of the unit, specified when you order.

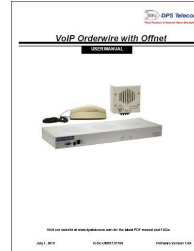
**This unit does not contain any operator-serviceable parts.
All servicing is to be performed by DPS Telecom only.**

3 Shipping List

Please make sure all of the following items are included with your VoIP Orderwire. If parts are missing, or if you ever need to order new parts, please refer to the part numbers listed and call DPS Telecom at **1-800-622-3314**.



**VoIP Orderwire
D-PK-216OW**



**VoIP Orderwire User Manual
D-OC-UM10C.21200**



**6 ft. DB9M-DB9F Download Cable
D-PR-045-10A-04**



**14 ft. Ethernet Cable
D-PR-923-10A-14**



x 2

**19" Rack Ears
D-CS-325-10A-00**



x 2

**23" Rack Ears
D-CS-325-10A-01**



x 2

**Two Standard Rack Screws
1-000-12500-06**



x 4

**Four 3/8" Ear Screws
1-000-60375-05**



x 2

**Two Metric Rack Screws
2-000-80750-03**



**Pads
2-015-00030-00**



x 2

**2-Pin Connector
2-820-00862-02**



x 3

**1/2 Amp Fuses
2-741-00500-00**



2-Wire Telephone (Optional)
D-PR-675-10A-00



External Speaker (Optional)
FDO-1200-10A-00



Small 2-Pin Connector and 6ft cable
(for plugging in External Speaker)
2-820-00812-02

4 Installation

4.1 Tools Needed

To install the VoIP Orderwire, you'll need the following tools:



Phillips No. 2 Screwdriver



Small Standard No. 2 Screwdriver



PC with terminal emulator,
such as HyperTerminal

4.2 Mounting

Flush mount - Rack ears are installed @ front of the unit, with front panel flush to the rack



Rack mount - Rack ears are installed @ back of the unit



Fig. 4.1 The VoIP OrderWire can be flush or rear-mounted

The Orderwire mounts in a 19" or 23" rack, and can be mounted on the right or left, in the flush-mount or rear mount locations.

19" rack ears

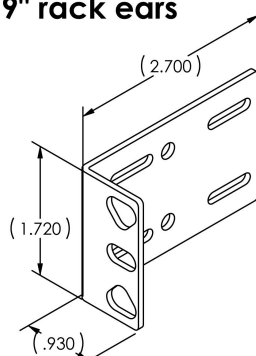


Fig. 4.2

23" rack ears

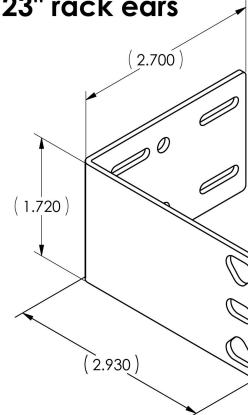


Fig. 4.3

4.3 External Speaker

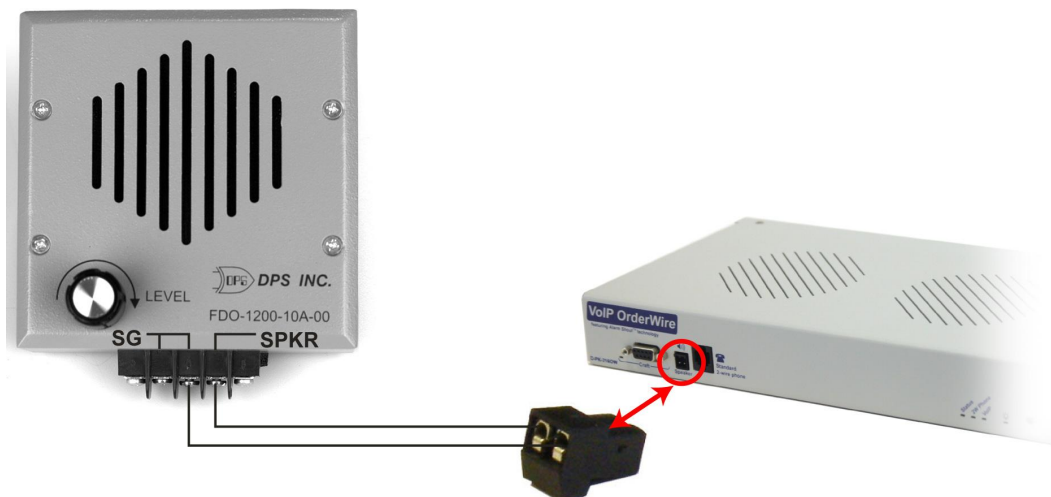


Fig. 4.4 - Connecting the external speaker.

5 VoIP Orderwire Back Panel



Fig. 5.1 VoIP Orderwire back panel connections.

5.1 Power Connection (-48 or -24VDC Build Option)

VoIP Orderwire is powered by two screw terminal barrier plug power connectors.

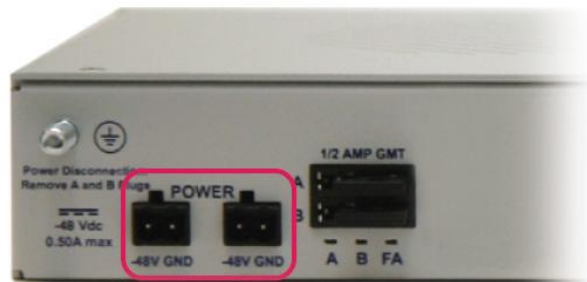



Fig. 5.2 Screw terminal barrier plugs

To connect the VoIP Orderwire to a power supply, follow these steps:

1. Always use safe power practices when making power connections. Be sure to remove fuses from the fuse distribution panel, as well as the back of the VoIP Orderwire, before making your power connections.
2. Use the grounding lug to connect the unit to earth ground. The grounding lug is next to the  symbol. Insert the eyelet of the earth ground cable between the two bolts on the grounding lug (Ground cable not included).
3. Insert a battery ground into the power connector plug's right terminal and tighten the screw; then insert a battery line to the plug's left terminal and tighten its screw.
4. Insert a fuse into the fuse distribution panel and measure voltage. The voltmeter should read

- between -40 and -70VDC (for -48VDC build option) or -18 and -36VDC (-24VDC build option).
5. The power plug can be inserted into the power connector only one way to ensure the correct polarity. Note that the negative voltage terminal is on the left and the GND terminal is on the right.
 6. Insert fuse into the Power A fuse slot. The power LED should be lit green. If the LED is red, the power connection is reversed. To confirm that power is correctly connected, the front panel LEDs will flash RED and GREEN, indicating that the firmware is booting up.
 7. Repeat steps 1 -6 for Power B connector.

5.2 LAN Connection

To connect the VoIP Orderwire to LAN, insert a standard RJ45 Ethernet cable into the 10BaseT Ethernet port on the back of the unit. (See *Fig. 5.1*) If the LAN connection is OK, the LNK LED will light **SOLID GREEN**.

5.3 Line Connection

Your VoIP Orderwire unit may include a line connection on the back panel. This port is currently being developed for off-net application. Using off-net capability means a person can access the Orderwire system via POTS (Plain Old Telephone Service.)

6 VoIP Orderwire Front Panel

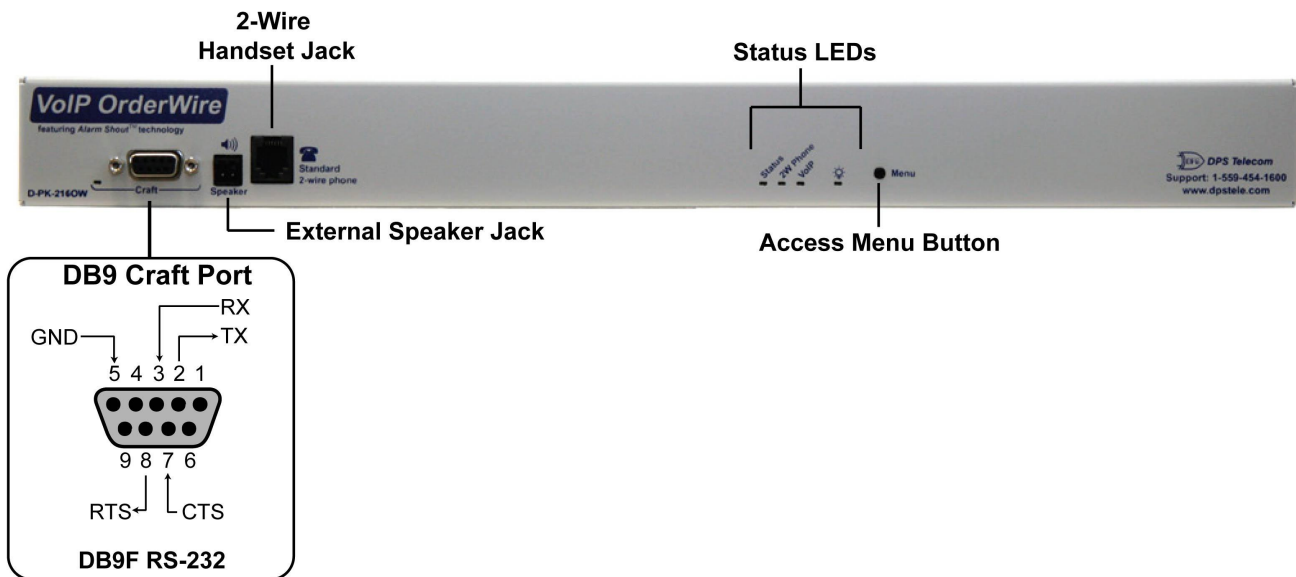


Fig. 6.1. The VoIP Orderwire's front panel connections

6.1 Craft Port

Use the front panel craft port to connect the VoIP Orderwire to a PC for onsite unit configuration. To use the craft port, connect the included DB9 download cable from your PC's COM port to the craft port. Pinout is shown in Fig. 6.1 for reference, but you will most likely be using a straight-through cable.

7 Quick Start: How to Give the Orderwire an IP Address

1. In this step, we'll use create a physical cable connection between your PC's COM port and the unit's craft port. **Note:** You must be connected via craft port or Telnet to use the TTY interface. Make sure you are using the straight through (1 to 1) Male to Female DB9-DB9 download cable provided with your VoIP Orderwire to make a craft port connection.

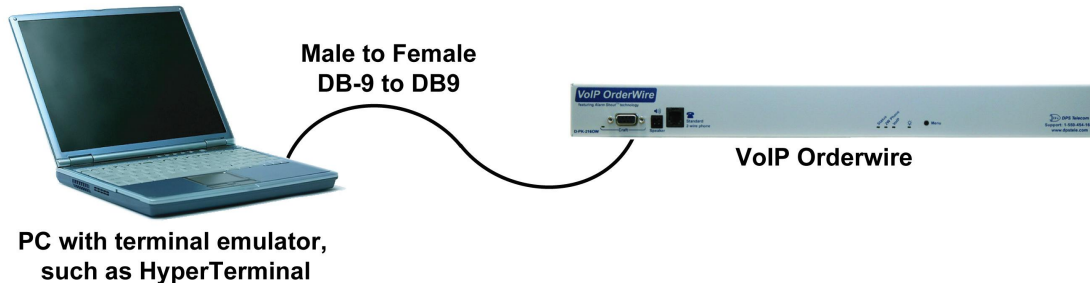


Fig. 7.1 Connection through front Craft Port

To access HyperTerminal using Windows:

2. Click on the **Start** menu > select **Programs** > **Accessories** > **Communications** > **HyperTerminal**.

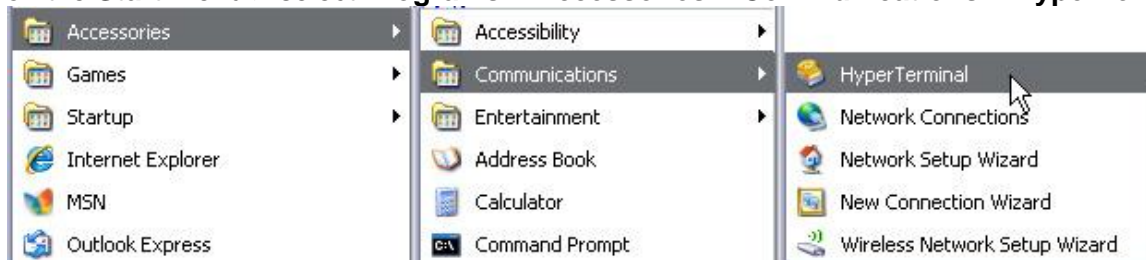


Fig. 7.2 How to access HyperTerminal.

3. At the Connection Description screen, enter a name for this connection. You may also select an icon. The name and icon do not affect your ability to connect to the unit.

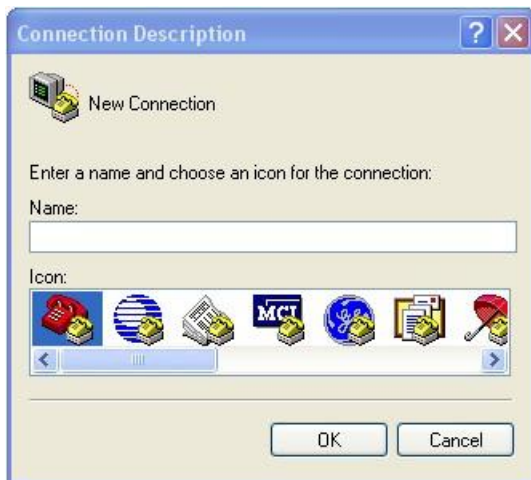


Fig. 7.3

4. At the Connect To screen, select COM1 (most commonly used) from the drop down and click OK.



Fig. 7.4

5. Select the following COM port options:
- Connect using COM1 or appropriate COM port
 - Bits per second: 9600
 - Data bits: 8
 - Parity: None
 - Stop bits: 1
 - Flow control: **None**

Once connected, you will see a blank, white HyperTerminal screen. Press Enter to activate the configuration menu.

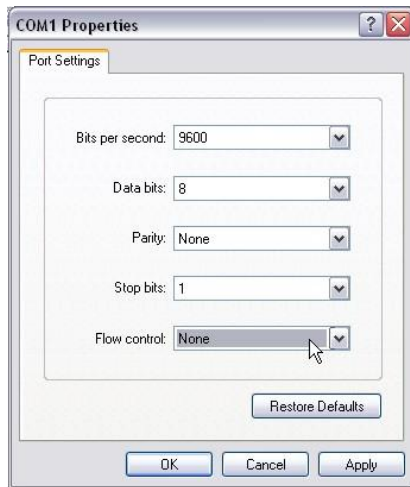


Fig. 7.5

6. When prompted, enter the default user name **admin** and password **dpstelecom**.
NOTE: If you don't receive a prompt for your user name and password, check the port you are using on your PC and make sure you are using the cable provided.



Fig. 7.6

7. The Orderwire's main menu will appear. Type C for C)onfig, then E for E)thernet. Configure the unit's IP address, subnet mask, and default gateway.

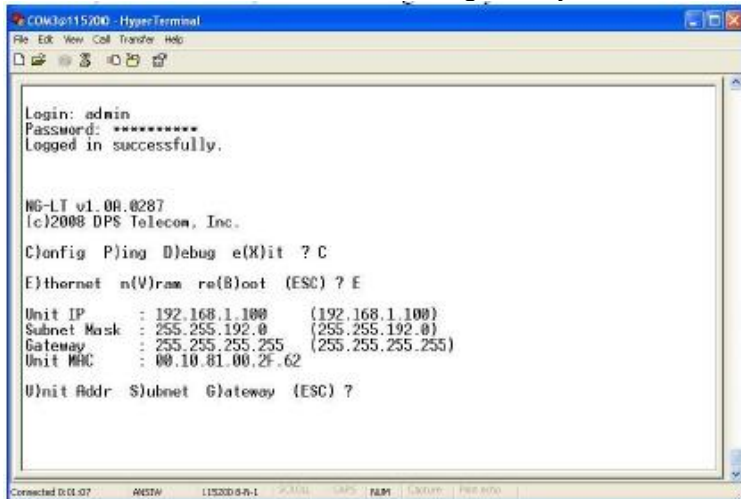


Fig. 7.7

8. ESC to the main menu. When asked if you'd like to save your changes, type Y for Y)es. Reboot the unit to save its IP Address.

When this is complete, you are ready to assign your station a Station ID number.

- See section "How To: Navigate the Voice Menus" to accomplish this via the handset or....
- See section "How To: Setup Directory Listings" to perform this task via the web interface.

7.1 ...via Craft Port (using TTY interface)

The TTY interface is the VoIP Orderwire's built-in interface for basic configuration. You can configure unit's Ethernet port settings and view debug. For more advanced configuration tools, please use the Web Browser Interface.

For Telnet, connect to the IP address at port 2002 to access the configuration menus after initial LAN/WAN setup. **Telnet sessions are established at port 2002, not the standard Telnet port** as an added security measure.

Menu Shortcut Keys

The letters before or enclosed in parentheses () are menu shortcut keys. Press the shortcut key to access that option. Pressing the ESC key will always bring you back to the previous level. Entries are not case sensitive.

7.2 ...via LAN

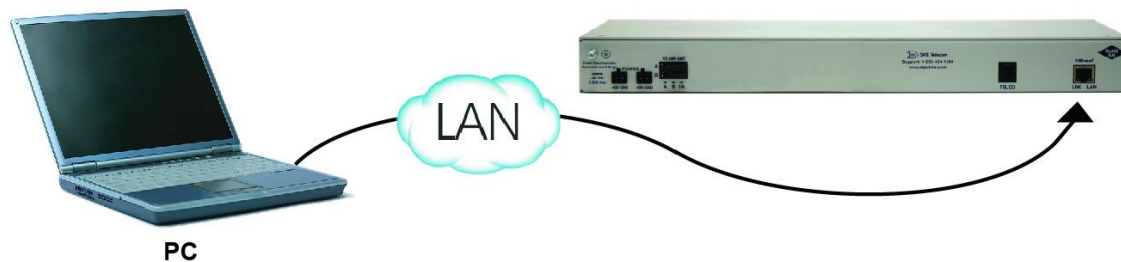


Fig. 7.8 - Connection through Ethernet port

To connect to the Orderwire via LAN, all you need is the unit's IP address (Default IP address is 192.168.1.100).

If you **DON'T** have LAN, but **DO** have physical access to the VoIP Orderwire, connect using a LAN crossover cable. **NOTE:** Newer PCs should be able to use a standard straight-through LAN cable and handle the crossover for you. To do this, you will temporarily change your PC's IP address and subnet mask to match the Orderwire's factory-default IP settings. Follow these steps:

1. Get a LAN crossover cable (**not included**) and plug it directly into the VoIP Orderwire's LAN port.
2. Look up your PC's current IP address and subnet mask, and write this information down.
3. Reset your PC's IP address to **192.168.1.200**.
4. Reset your PC's subnet mask to **255.255.192.0**. You may have to reboot your PC to apply your changes.
5. Once the IP address and subnet mask of your computer coincide with the unit, you can access the Orderwire via a Telnet session or via Web browser by using the unit's default IP address of **192.168.1.100**.
6. Provision the unit with the appropriate information, then change your computer's IP address and subnet mask back to their original settings

8 TTY Interface

The TTY interface is the built-in interface for basic configuration. From the TTY interface, you can:

- Edit the IPA, subnet, and gateway
- View hardware config
- Debug and troubleshoot
- Set unit back to factory defaults

For more advanced configuration tools, please use the Web Browser Interface.

For Telnet, connect to the IP address at port 2002 to access the configuration menus after initial LAN/WAN setup. **Telnet sessions are established at port 2002, not the standard Telnet port** as an added security measure.

Menu Shortcut Keys

The letters before or enclosed in parentheses () are menu shortcut keys. Press the shortcut key to access that option. Pressing the ESC key will always bring you back to the previous level. Entries are not case sensitive.

8.1 Change Ethernet Settings



```

C:\ Telnet 126.10.215.84
Orderwire Telnet Server
Login: admin
Password:
Logged in successfully.

Orderwire v1.0A.0352
(c)2009 DPS Telecom, Inc.

C>onfig P>ing T>est D>ebug e(X)it ? C
E>thernet D>irectory S>tats
n(U)ram re(B)oot (ESC) ? E

Linked      : Yes
DHCP        : Disabled
Host Name   :
Unit IP     : 126.10.215.84    <126.10.215.84>
Subnet Mask : 255.255.192.0    <255.255.192.0>
Gateway     : 255.255.255.255  <255.255.25>
Unit MAC    : 00.10.81.00.41.BD

U>nit Addr S>ubnet G>ateway D>HCP H>ost (ESC) ?

```

Fig. 8.1 - View and edit network settings.

1. Login to the TTY interface, then press **C)onfig > E)thernet**.
2. From this screen, you have the option to edit the IPA, Subnet, Gateway, DHCP, and Host Name.

8.2 View Directory

The Directory serves as your internal "phonebook", used when calling other Orderwire stations in your network.



```

c:\ Telnet 126.10.215.84
Orderwire Telnet Server
Login: admin
Password:
Logged in successfully.

Orderwire v1.0A.0352
<c>2009 DPS Telecom, Inc.

C>onfig P>ing T>est D>ebug e<X>it ? C
E>thernet D>irectory S>tats
n<U>ram re<B>oot <ESC> ? D

ID  Num  IP Address      Location
-----
1  188  126.10.230.188  Fresno, CA
2  189  126.10.230.189  Fresno, CA

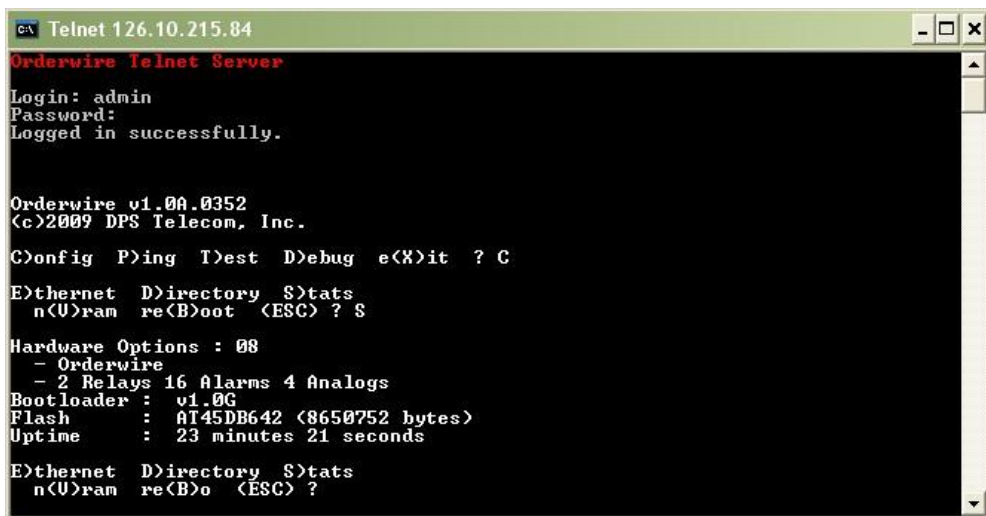
E>thernet D>irectory S>tats
n<U>ram re<B>oot <ESC> ?

```

Fig. 8.2 - See your list of other orderwire stations on the network.

1. Login to the TTY interface, then press **C)onfig > D)irectory**.
2. You will see the Station IDs currently setup in your orderwire system. The TTY interface will display the ID, Station Number, IP address, and Location.

8.3 View Hardware Config & Stats



```

c:\ Telnet 126.10.215.84
Orderwire Telnet Server
Login: admin
Password:
Logged in successfully.

Orderwire v1.0A.0352
<c>2009 DPS Telecom, Inc.

C>onfig P>ing T>est D>ebug e<X>it ? C
E>thernet D>irectory S>tats
n<U>ram re<B>oot <ESC> ? S

Hardware Options : 08
- Orderwire
- 2 Relays 16 Alarms 4 Analogs
Bootloader : v1.0G
Flash : A145DB642 <8650752 bytes>
Uptime : 23 minutes 21 seconds

E>thernet D>irectory S>tats
n<U>ram re<B>o <ESC> ?

```

Fig. 8.3 - Confirm the build options of your Remote Power Switch.

1. Login to the TTY interface, then press **C)onfig > S)tats**.
2. You will see the hardware options available on your VoIP Orderwire unit, as well as the firmware version, uptime, etc.

9 Three Modes of Operation

9.1 Direct Station-to-Station Calling (Option #1)

How It Works

User picks up the handset and dials another orderwire station directly by dialing the 3-digit "Station ID". The station will "ring" until the party has answered by picking up the handset. This call is considered **private** because other stations will not be able to hear the conversation.

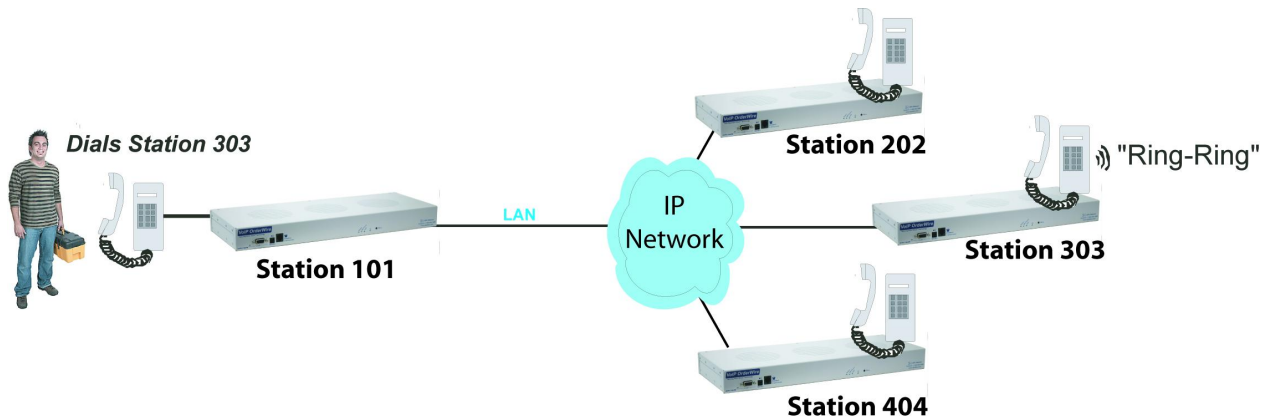


Fig. 9.1. Station-to-station calling topology.

9.2 Hoot 'n Holler (Option #2)

How It Works

Hoot 'n Holler is a **non-private** form of communication. This "all call" type feature allows you to speak to every Orderwire station in the same subnet. Personnel will hear your voice through the speaker at each station - Great if you're trying to locate someone or page all your staff. To join the call, simply pick up the telephone. The conversation is heard by other stations not on the call.

NOTE: Hoot 'n Holler mode only works on stations within the same IP subnet. This mode requires more bandwidth on the subnet for which this station is assigned. (UDP traffic)

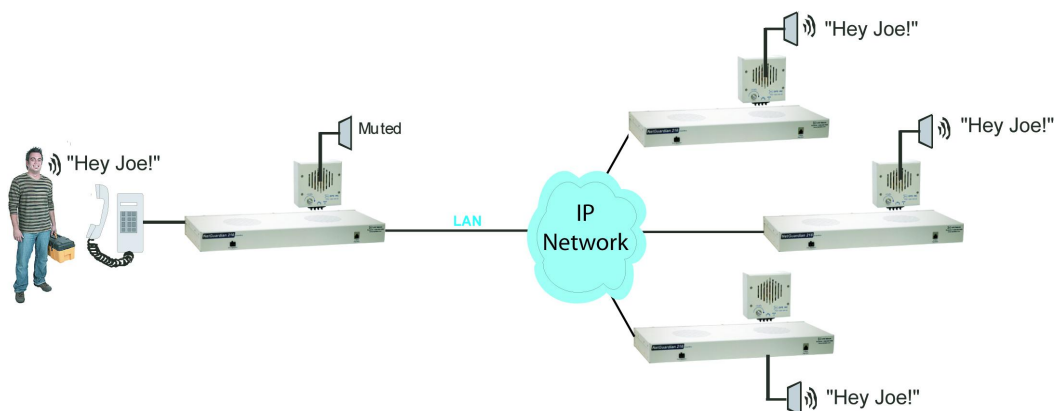


Fig. 9.3. Hoot 'n Holler mode topology.

9.3 Bridge Party Line (Option #3)

How It Works

This mode is similar to Hoot 'n Holler in that up to 4 or more stations may be joined in a conversation. Multiple stations join a private call where parties dial into a conference bridge to talk at the same time. This allows you to privately conference with two or more Orderwire stations across the network. For added security and privacy, the bridge will give an audible indication when another station joins or exits the call.

To access a conference bridge, dial **3**, then the ID of the conference bridge.

NOTE: Bridge Party Line mode only works on stations within the same IP subnet. This mode requires more bandwidth on the subnet for which this station is assigned. (UDP traffic)

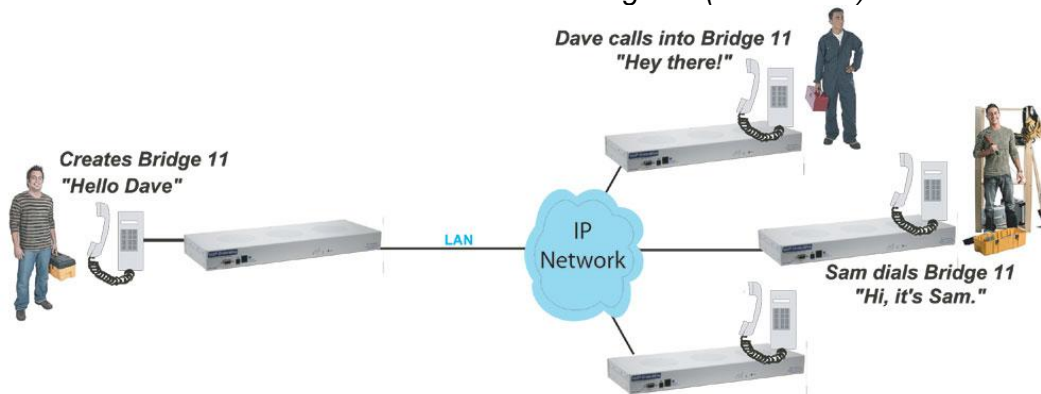


Fig. 9.4. Bridge party line (conference) topology.

10 Web Browser

The VoIP Orderwire unit features a built-in Web Browser Interface that allows you to configure the unit through the Internet / Intranet. You can quickly change the sign-in password, setup your Directory Listings, and reboot the unit using the most commonly used browsers.

NOTE: Max # of users allowed to simultaneously access the VoIP Orderwire via the Web is 2.

10.1 Logging on to the VoIP Orderwire

For Web Interface functionality, the unit must first be configured with some basic network information. If this step has not been done, refer to the section "Quick Start: How to Give the Orderwire an IPA" for instructions on initial configuration setup.

1. To connect to the Orderwire from your Web browser, enter its IP address in the address bar of your web browser. It may be helpful to bookmark the logon page to avoid entering this each time.
2. After connecting to the unit's IP address, enter your login information and click OK. **NOTE:** The factory default username is "admin" and the password is "dpstelecom".



Fig. 10.1. Enter your password to enter the Web Browser Interface

10.2 Changing the Default Password

The password can be configured from the **Edit > System** screen. The minimum password length is four characters; however, DPS recommends setting the minimum password length to at least five characters.

Use the following steps to change the logon password:

1. From the **Edit** menu select **System**.
2. Enter the new user name in the **User** field.
3. Enter the new password in the **Password** field.
4. Click the **Save** button.

Fig. 10.2 - Global System Settings section of the Edit > System menu

NOTE: You will see the following popup when making changes to the VoIP Orderwire from the **Edit** menu. It will appear when confirming your changes to the database, either by clicking **Next** in the setup wizards or the **Save** button.



Fig. 10.3 - Commit to NVRAM popup

10.3 System Settings

System Settings

Global System Settings

Name	<input type="text" value="Orderwire"/>
Location	<input type="text" value="Fresno, CA"/>
Contact	<input type="text" value="559-454-1600"/>
SNMP Get String	<input type="text" value="dps_public"/>
SNMP Set String	<input type="text" value="dps_public"/>
User	<input type="text" value="admin"/>
Password	<input type="password" value="....."/>

Global Call Settings

Number of Rings (PSTN)	<input type="text" value="4"/> (Number of rings before PSTN incoming call is forwarded)
Number of Rings (VOIP)	<input type="text" value="4"/> (Number of rings before VOIP incoming call is forwarded)

System Controls

Initialize Configuration	<input type="button" value="Initialize"/>
Backup Configuration	<input type="text" value="config bin"/> <input type="button" value="Save"/>
Restore Configuration	Upload

Fig. 10.4

Global System Settings	
Name	Enter a name to help you identify this VoIP Orderwire station.
Location	Enter the location of this VoIP Orderwire station. This field will be reported to other stations during the Auto-Discovery process.
Contact	Enter the contact phone number for the person responsible for this unit.
SNMP Get String	Community name for SNMP requests. (case-sensitive).
SNMP Set String	Community name for SNMP SET requests. (case-sensitive).
User	The logon user name used to access this unit via the web or TTY interface. Default is "admin"
Password	The logon password used to access this unit via the web or TTY interface. Default is "dpstelecom"
Global Call Settings	
Number of Rings (PSTN)	Enter the number of rings before the offnet will pickup and allow access from an outside POTS line into the orderwire network.
Number of Rings (VoIP)	Enter the number of rings before the offnet will pickup and allow access from the orderwire network to a POTS line.
System Controls	
Initialize Configuration	Sets the unit's configuration back to all factory defaults. NOTE: Initializing the Orderwire's config means the Directory listings will have to be entered again.
Backup Configuration	Used to backup (save) the current configuration to your PC or on the network.
Restore Configuration	Allows you to browse for a saved configuration file on your PC or on the network.

10.4 Ethernet Settings

Ethernet Settings	
MAC Address :	00:10:81:00:41:BD
Host Name :	<input type="text"/> ()
Enable DHCP :	<input type="checkbox"/>
Unit IP :	<input type="text"/> 126.10.215.84 (126.10.215.84)
Subnet Mask :	<input type="text"/> 255.255.192.0 (255.255.192.0)
Gateway :	<input type="text"/> 255.255.255.255 (255.255.255.255)
DNS Server 1 :	<input type="text"/> 255.255.255.255 (255.255.255.255)
DNS Server 2 :	<input type="text"/> 255.255.255.255 (255.255.255.255)
<input type="button" value="Reset"/> <input type="button" value="Save"/>	

Fig. 10.5 - Edit > Ethernet menu.

Ethernet Settings	
MAC Address	Hardware address of the VoIP Orderwire. (Not editable - For reference only.)
Host Name	Used only for web browsing. Example: If you don't want to remember this unit's IP address, you can type in a name in this field, such as VOIPOW. Once you save and reboot the unit, you can now browse to it locally by simply typing in "VOIPOW" in the address bar. (No "http://" needed).
Enable DHCP	Used to turn on Dynamic Host Connection Protocol. NOT recommended, because the unit is assigned an IP address from your DHCP server. The IP you've already assigned to the unit becomes inactive. Using DHCP means the unit will NOT operate in a T/Mon environment.
Unit IP	IP address of the VoIP Orderwire station. This field will be reported to other stations during the Auto-Discovery process.
Gateway	An important parameter if you are connected to a wide-area network. It tells the unit which machine is the gateway out of your local network. Set to 255.255.255.255 if not using.
Subnet Mask	A road sign to the VoIP Orderwire, telling it whether your packets should stay on your local network or be forwarded somewhere else on a wide-area network.
DNS Server 1	Primary IP address of the domain name server. Set to 255.255.255.255 if not using. Not currently used by this application - Designed for future use.
DNS Server 2	Secondary IP address of the domain name server. Set to 255.255.255.255 if not using. Not currently used by this application - Designed for future use.

10.5 Offnet Calling

The offnet functionality can be used as an orderwire package and/or POTS reach-through. NOTE: Cannot use both VoIP calling functionality and offnet at the same time.

Calling From a VoIP Orderwire Line

Start by pressing 1 to initiate IP calling to an offnet station ID#. The phone will ring to your desired ring count. (Configurable from the web browser interface.) The offnet will now connect to the POTS line. When you hear the dial tone, dial any phone number like you would for a normal phone call.

Offnet Calling Directly From Offnet

Press 0 when the menu is played. Dial any phone number like you would for a normal phone call.

11 How to: Setup Directory Listings


The Directory serves as your internal "phonebook", used when calling other Orderwire stations in your network. From the Orderwire Config Utility, you can create station numbers for these other devices and associate them with IP addresses. You can setup up to 16 devices in this directory. The Directory serves as your internal "phonebook", used when calling other Orderwire stations in your network. From the Orderwire Config Utility, you can create station numbers for these other devices and associate them with IP addresses. You can setup up to 16 devices in this directory.


Note: Do not attempt to configure the Orderwire's call directory from the Web Interface.

To setup your Directory:

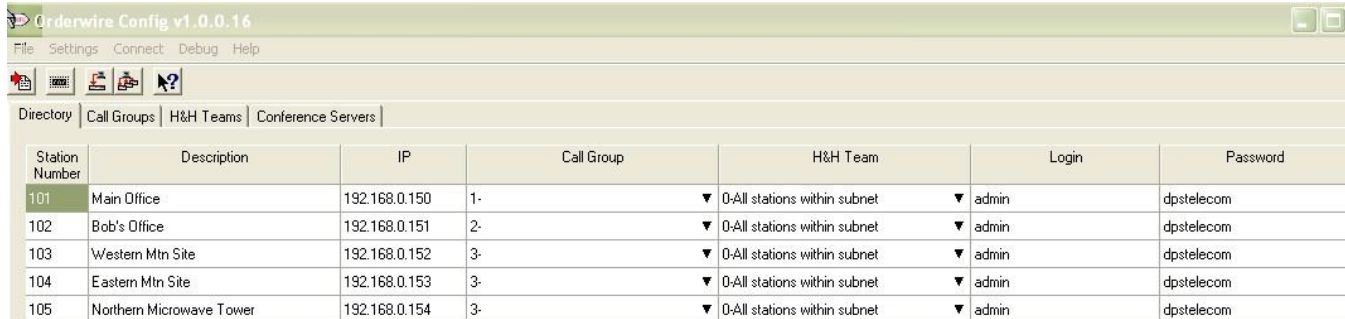
1. Install and run the Orderwire Config utility. You will find the utility on the CD that shipped with your Orderwire unit.
2. In the **Station Number** field, enter a 3-digit station ID number. This is the number you'll dial to call a particular station (Station-to-station calling).
3. Provide a **Description** of up to 32 characters to each station.
4. In the **IP** field, enter the IP address for each station.

Best Practice Tip: Have the IP address correspond to the station ID you want to assign.

5. The station's **Call Group** will determine which stations it can call. You can set restrictions for each call group in the Call Group tab.
6. In the **H&H Team** field, you can decide which stations within the subnet can communicate with each other using the **Hoot N' Holler** feature. By default, all stations are set to H&H Team 0, allowing all station's on the subnet to use and hear Hoot N' Holler calls. You can restrict access to the feature from the H&H Teams tab.
7. Once you have finished configuring the Orderwire Directory, you must upload the directory to the Orderwire. To write the call directory to the currently selected Orderwire unit, click the  button or click **Connect** and select **Write to device**. If you wish to upload the directory to all of

the Orderwire units in the call directory, click the  button or click **Connect** and select **Write to all devices**.

Note: The **Login** and **Password** fields are reserved for future implementation. They are currently inconsequential to the Orderwire's calling features.



Orderwire Config v1.0.0.16

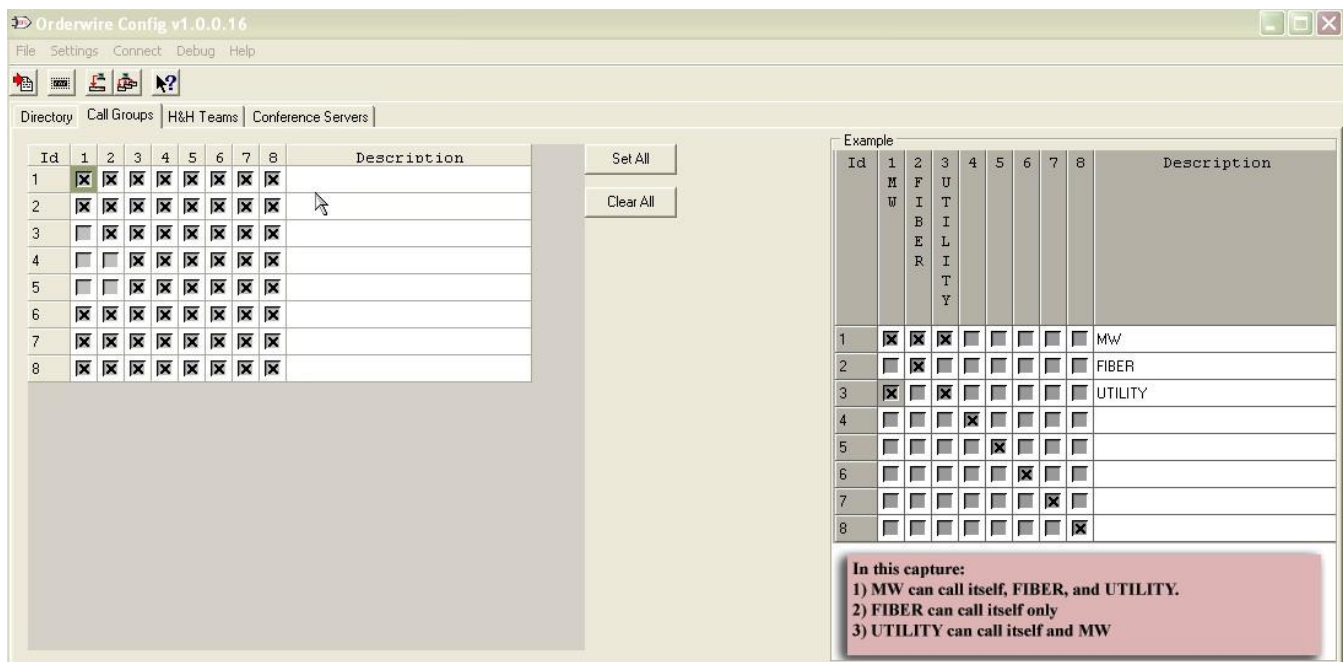
File Settings Connect Debug Help

Directory Call Groups H&H Teams Conference Servers

Station Number	Description	IP	Call Group	H&H Team	Login	Password
101	Main Office	192.168.0.150	1-	▼ 0-All stations within subnet	▼ admin	dpstelecom
102	Bob's Office	192.168.0.151	2-	▼ 0-All stations within subnet	▼ admin	dpstelecom
103	Western Mtn Site	192.168.0.152	3-	▼ 0-All stations within subnet	▼ admin	dpstelecom
104	Eastern Mtn Site	192.168.0.153	3-	▼ 0-All stations within subnet	▼ admin	dpstelecom
105	Northern Microwave Tower	192.168.0.154	3-	▼ 0-All stations within subnet	▼ admin	dpstelecom

Fig. 11.1 - The Orderwire Config Directory

11.1 Configuring Call Groups



Orderwire Config v1.0.0.16

File Settings Connect Debug Help

Directory Call Groups H&H Teams Conference Servers

Id	1	2	3	4	5	6	7	8	Description
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
4	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
5	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
6	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
7	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
8	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

Set All

Clear All

Example

Id	1	2	3	4	5	6	7	8	Description
1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	MW
2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	FIBER
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	UTILITY
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

In this capture:
 1) MW can call itself, FIBER, and UTILITY.
 2) FIBER can call itself only
 3) UTILITY can call itself and MW

From the **Call Groups** tab you can set calling rights for Orderwire stations in each call group. To allow calling rights between call groups, check the appropriate box. To remove rights between call groups, uncheck the appropriate box.

11.2 Configuring H&H Teams

Directory Call Groups H&H Teams Conference Servers			
Id		Description	
0		All stations within subnet	
1			
2			
3			

Click the H&H Teams tab to set descriptions for H&H groups. Stations on the same H&H Team will hear each others' H&H calls.

11.3 Configuring Conference Servers

Directory Call Groups H&H Teams Conference Servers			
Conf. Id		IP	Description
01		255.255.255.255	
02		255.255.255.255	
03		255.255.255.255	
04		255.255.255.255	
05		255.255.255.255	
06		255.255.255.255	
07		255.255.255.255	
08		255.255.255.255	

To setup a Bridge Server, a conference server for Orderwire station calls, click on the **Conference Servers** tab and input an IP address and description for any bridge servers you expect the Orderwire might use.
text here.

12 How To: Navigate the Voice Menus

Pickup the handset, and the voice prompt will ask you for a menu option. To hear the entire list of menu options, press #.

- **#0: Offnet calling**
Directly connects from the VoIP Orderwire Offnet unit to a POTS line
- **#1: Station-to-station calling**
Call another station directly using the Station ID.
- **#2: Hoot 'n Holler mode**
The conversation will be emitted through the external speakers at other stations.

- **#3: Bridge Party Line**

Join or create a bridge conference call. This call is private and cannot be heard through the external speakers at other stations.

13 How To: Talk to Third-Party SIP Devices

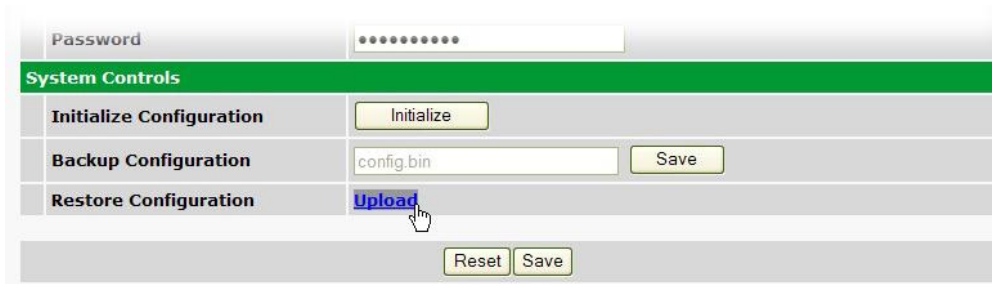
VoIP Orderwire is compatible with most third-party SIP devices. These devices **must run a compatible version of SIP 2.0 protocol**. These devices are compatible only for Station-to-Station (direct) calling. To "talk" to third-party SIP devices, simply define them in the Directory listing. You must know the IP addresses of the third-party devices to associate them to a station number.

See section "How to: Setup Directory Listings" for details.

14 How To: Upgrade Firmware

To upgrade firmware, click on the **Edit > System** menu. At the bottom of this screen under **System Controls**, you have the following options:

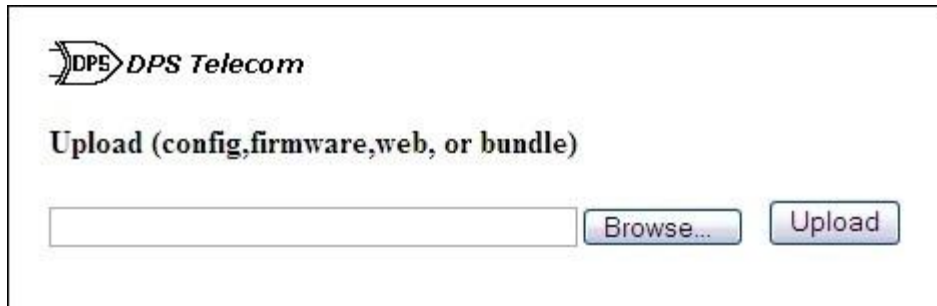
1. **Backup Configuration** - Click Save to backup your current config file to your PC or to the network.
2. **Restore Configuration** - Allows you to browse for a firmware update you have downloaded.



The screenshot shows a web interface for system controls. At the top is a 'Password' field with masked characters. Below it is a green header bar labeled 'System Controls'. Under this header, there are three rows of controls: 'Initialize Configuration' with an 'Initialize' button; 'Backup Configuration' with a text field containing 'config.bin' and a 'Save' button; and 'Restore Configuration' with a blue 'Upload' link. A mouse cursor is pointing at the 'Upload' link. At the bottom of the section are 'Reset' and 'Save' buttons.

Fig. 14.1 - The clickable link to upgrade firmware from the Edit > System menu

If you choose **Restore Configuration**, click the "**Upload**" link. This will take you to the **Firmware Load** screen, where you'll browse for the firmware update. Click **Upload** to finish.



The screenshot shows the 'Firmware Load' screen. At the top is the 'DPS Telecom' logo. Below it is the text 'Upload (config,firmware,web, or bundle)'. There is a text input field, a 'Browse...' button, and an 'Upload' button.

Fig. 14.2 - Browse for downloaded firmware upgrade

15 Reference: Front and Back Panel LEDs



Fig. 15.1. Front panel LEDs

LED	Status	Description
Craft	Flashing Green	Unit data transmit over craft port
	Flashing Red	Data receive over craft port
Status	Flashing Green	Application is running
	Flashing Red	Boot Loader is running
2-Wire Phone	Solid Green	The handset is off hook
	Off	The handset is on hook
VoIP	Blinking Green	Transmit voice traffic
	Blinking Red	Receive voice traffic
Telco	Solid Green	Connected to POTS line
Power	Green	Power is connected

Table 9.1. Front Panel LED Descriptions



Fig. 15.2 - Back panel LEDs

LED	Status	Description
Power A	Solid Green	Polarity is correct on Power Feed A.
	Off	No power, or polarity is reversed on Power Feed A.
Power B	Solid Green	Polarity is correct on Power Feed B.
	Off	No power, or polarity is reversed on Power Feed B.
FA (Fuse Alarm)	Solid Red	Fuse failure on Power Feed A, B, or both.
LNK	Blink Green	Ethernet link OK.
LAN	Solid Green	Transmit or receive activity on Ethernet port.

Table 9.2 - Back Panel LED Descriptions

16 Technical Support

DPS Telecom products are backed by our courteous, friendly Technical Support representatives, who will give you the best in fast and accurate customer service. To help us help you better, please take the following steps before calling Technical Support:

1. Check the DPS Telecom website.

You will find answers to many common questions on the DPS Telecom website, at <http://www.dpstele.com/support/>. Look here first for a fast solution to your problem.

2. Prepare relevant information.

Having important information about your DPS Telecom product in hand when you call will greatly reduce the time it takes to answer your questions. If you do not have all of the information when you call, our Technical Support representatives can assist you in gathering it. Please write the information down for easy access. Please have your user manual and hardware serial number ready.

3. Have access to troubled equipment.

Please be at or near your equipment when you call DPS Telecom Technical Support. This will help us solve your problem more efficiently.

4. Call during Customer Support hours.

Customer support hours are Monday through Friday, from 7 A.M. to 6 P.M., Pacific time. The DPS Telecom Technical Support phone number is **(559) 454-1600**.

Emergency Assistance: *Emergency assistance is available 24 hours a day, 7 days a week. For emergency assistance after hours, allow the phone to ring until it is answered with a paging message. You will be asked to enter your phone number. An on-call technical support representative will return your call as soon as possible.*

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This Agreement shall be construed and enforced in accordance with the laws of the State of California, without regard to choice of law principles and excluding the provisions of the UN Convention on Contracts for the International Sale of Goods. Any dispute arising out of the Agreement shall be commenced and maintained only in Fresno County, California. In the event suit is brought or an attorney is retained by any party to this Agreement to seek interpretation or construction of any term or provision of this Agreement, to enforce the terms of this Agreement, to collect any money due, or to obtain any money damages or equitable relief for breach, the prevailing party shall be entitled to recover, in addition to any other available remedy, reimbursement for reasonable attorneys' fees, court costs, costs of investigation, and other related expenses.

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If a purchaser believes that a product is not operating in substantial conformance with DPS' published specifications or there appear to be defects in material and workmanship, the purchaser should contact our technical support representatives. If the problem cannot be corrected over the telephone and the product and problem are covered by the warranty, the technical support representative will authorize the return of the product for service and provide shipping information. If the product is out of warranty, repair charges will be quoted. All non-warranty repairs receive a 90-day warranty.

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